



## HUMANA-WESTERN REGION

**PreferredOne provider network**  
**Two Riverwood Place – Suite 300**  
**N 19 W24133 Riverwood Place**  
**Waukesha, WI 53188**  
**800-4HUMANA (800-448-6262)**



**\*For questions during Dual Choice enrollment, please call the Open Enrollment Hotline toll free at 1-888-393-6765 between 7 AM and 7 PM. TDD services available 1-800-526-0844.**




Type of Plan ..... Health Maintenance Organization (For Profit)  
 Total Number of Members..... 6,817  
 Years of Operating Experience .....17 years  
 Total Number of Primary Care Physicians (PCPs)..... 469  
 Percentage of PCPs Accepting New Patients ..... 80%  
 Percentage of Board Certified Specialty Care Physicians ..... N/A  
 Number of Dentists.....Provider of your choice

### ADDITIONAL INFORMATION

<b>Referral/Prior Authorization Requirements</b>	For more detailed information please refer to the Humana Member Handbook inside your provider directory. PreferredOne specialists do NOT require a referral. Network Chiropractic and Behavioral Health providers do NOT require a referral.
<b>Medicare Claims Procedure</b>	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Benefit (EOMB). You or your provider should then submit the itemized bill and the EOMB to the plan for processing as the secondary carrier.
<b>On-Line Services</b>	<p>As a Humana member, you will have access to powerful resources that can help when you're making decisions that affect your health. At <a href="http://www.humana.com">www.humana.com</a>, you can:</p> <ul style="list-style-type: none"> <li>Find new participating providers near you by using the Physician Finder Locator. You can also access an e-copy of the Humana State of Wisconsin and PreferredOne directories by going to the Wisconsin section of the following site: <a href="http://www.humana.com/misc/ProviderDirectory.asp#Wstates">http://www.humana.com/misc/ProviderDirectory.asp#Wstates</a></li> </ul> <p>Once you've received your Humana ID card, you can register for MyHumana and customize a personal page. At MyHumana, you can:</p> <ul style="list-style-type: none"> <li>Visit Condition Centers to learn about symptoms, treatments and tests. Use tools to track your condition; print reports to discuss with your doctor.</li> <li>Take a health assessment; print the results to share with your doctor.</li> <li>View your Humana claims for medical care.</li> <li>Create your own health record, including family history, immunizations, allergies and medications.</li> <li>Order replacement ID cards.</li> <li>Receive secure emails from Humana: health and money-savings tips; guidance in using your benefits wisely.</li> </ul>
<b>Outpatient Mental Health Network/Policy</b>	<p>For additional information, visit <a href="http://www.humana.com">www.humana.com</a></p> <p>You may use any of the mental health/substance abuse providers listed in the Preferred One section of the Provider Directory. For assistance in identifying a specific mental health/substance abuse provider, contact Preferred One at 1-800-361-0491.</p>

## ADDITIONAL INFORMATION

<b>24-Hour Nurse Line</b>	A 24-hour, 7-day a week medical information line, HumanaFirst, is available for Humana members.
<b>PCP Restrictions</b>	You and each family member, can select any PCP among the over 1,500 Wisconsin PCPs.
<b>Dental Benefits</b>	Oral Surgery under Uniform Benefits requires medical network providers. A supplemental dental benefit provides 100% preventative care; 50% basic care; 50% orthodontic coverage up to an individual ortho lifetime maximum of \$1200. Orthodontic coverage limited to each covered dependent child under age 18. Select your own dentist. However, charges are subject to usual and customary limitations for services provided by a non-contracted provider. See the Provider Directory for a listing of contracted providers or visit the web site: <a href="http://www.humanadental.com">www.humanadental.com</a> .
<b>Quality Improvement Initiatives</b>	<ul style="list-style-type: none"> <li>Continue to improve member access. Humana has simplified the referral process and reduced referral rules. Please see the referral guidelines of the Provider Directory and Member Handbook for details.</li> <li>Improve performance and measurement tracking by expanding the reporting of behavioral health.</li> <li>Improve outreach to diabetic members by providing member educational materials through monthly mailings and telephone outreach..</li> </ul>

Counties in Service Area	Hospitals in County*	Major Providers in County*
Barron	Barron Medical Center – Mayo Health System Cumberland Memorial Hospital	Preferred One
Burnett	Burnett Medical Center	Preferred One
Chippewa	Bloomer Memorial – Mayo Health System St. Joseph's Hospital	Preferred One
Douglas	St. Mary's Hospital of Superior	Preferred One
Dunn	Myrtle Werth Hospital	Preferred One
Eau Claire	 Luther Hospital; Midelfort Clinic	Preferred One
Pierce	 River Falls Area Hospital	Preferred One
Polk	Amery Regional Medical Center Osceola Medical Center	Preferred One Preferred One
St. Croix	Holy Family Hospital Baldwin Hospital  Hudson Memorial	Preferred One
Trempealeau	Osseo Area Medical Center	Preferred One
Washburn	Indianhead Medical Center Spooner Health System	Preferred One

Humana on the web: Use the secure Member Self-Service Center to get the information you want, when you want it: New ID Cards and claim information.

\* This column provides only a general summary of major provider groups, and the key counties serviced by Humana. Please see the Its Your Choice map for a county specific map. For a complete listing of all 6,000 Wisconsin physicians, as well as the PreferredOne physicians in Minnesota, please access the Wisconsin directories on the Humana Directory web page at <http://www.humana.com/misc/ProviderDirectory.asp#WStates>. Enrollment materials, including a directory, can be obtained by calling the Madison WI Open Enrollment Hotline at 1-888-393-6765.